

Overview of Lean Engagement Process

This is the process in which Continuous Improvement Practitioner's (CI-Ps) begin the work with the requesting Sponsor, Manager, and Team. The purpose is to meet the sponsor, manager, and team; identify the situation and issues; get clarity on what is being requested; provide overview of BTC & Lean principles; begin chartering, tour the site; collect data as necessary; develop the contract & intervention strategy; and schedule interventions/events.

